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PTO/SB/21 (08-00)  
Approved for use through 10/31/2002. OMB 0651-0031

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<b>TRANSMITTAL FORM</b> <i>(to be used for all correspondence after initial filing)</i>	<b>Applicati n Number</b>	10/091,652	
	<b>Filing Date</b>	March 5, 2002	
	<b>First Named Inventor</b>	Brady Dow	
	<b>Group Art Unit</b>	Unassigned	
	<b>Examiner Name</b>	Unassigned	
<b>Total Number of Pages in This Submission</b>	1	<b>Attorney Docket Number</b>	21224-000110

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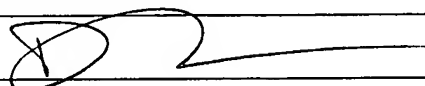
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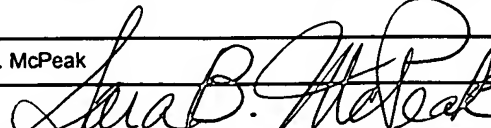
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<b>Firm and Individual name</b>	Townsend and Townsend and Crew LLP Douglas M. Hamilton	
<b>Signature</b>		
<b>Date</b>	May 2, 2002	

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<b>Typed or printed name</b>	Sara B. McPeak	
<b>Signature</b>		<b>Date</b> May 2, 2002

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On May 2, 2002

TOWNSEND and TOWNSEND and CREW LLP

By:

Sara B. McPeak

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of:

Brady Dow

Application No.: 10/091,652

Filed: March 5, 2002

For: SYSTEMS AND METHODS FOR  
MAINTAINING CONSISTENCY IN  
INTERPERSONAL  
COMMUNICATIONS RELATED TO  
MARKETING OPERATIONS

Examiner: Unassigned

Art Unit: Unassigned

INFORMATION DISCLOSURE  
STATEMENT UNDER 37 CFR §1.97 and  
§1.98

Assistant Commissioner for Patents  
U. S. Patent and Trademark Office  
Washington, D.C. 20231

Sir:

The references cited on attached form PTO/SB/08A are being called to the attention of the Examiner. Copies of the references are enclosed. It is respectfully requested that the cited references be expressly considered during the prosecution of this application, and the references be made of record therein and appear among the "references cited" on any patent to issue therefrom.

As provided for by 37 CFR 1.97(g) and (h), no inference should be made that the information and references cited are prior art merely because they are in this statement and no representation is being made that a search has been conducted or that this statement encompasses all the possible relevant information.

Applicant believes that no fee is required for submission of this statement, since it is being submitted prior to the first Office Action. However, if a fee is required, the Commissioner is authorized to deduct such fee from the undersigned's Deposit Account No. 20-1430. Please deduct any additional fees from, or credit any overpayment to, the above-noted Deposit Account.

Respectfully submitted,

A handwritten signature in black ink, consisting of a stylized 'D' and 'H' followed by a long horizontal stroke.

Douglas M. Hamilton  
Reg. No. 47,629

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Substitute for form 1449B/PTO

## INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

Sheet 1 of 1

### Complete if Known

Application Number	10/091,652
Filing Date	March 5, 2002
First Named Inventor	Brady Dow
Group Art Unit	Unassigned
Examiner Name	Unassigned
Attorney Docket Number	21224-000110

### U.S. PATENT DOCUMENTS

Examiner Initials *	Cite No. <sup>1</sup>	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number	Kind Code <sup>2</sup> (if known)			
	AA	4,623,761		Walter W. Winter et al.	11-18-1986	
	AB	4,697,282		Walter W. Winter et al.	09-29-1987	
	AC	6,356,634	B1	James K. Noble, Jr.	03-12-2002	
	AD					
	AE					
	AF					

### FOREIGN PATENT DOCUMENTS

Examiner Initials *	Cite No. <sup>1</sup>	Foreign Patent Document			Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T <sup>3</sup>
		Office <sup>3</sup>	Number <sup>4</sup>	Kind Code <sup>5</sup> (if known)				
	AG	EP	0185029	B1	Walter W. Winter et al.	11-07-1985		
	AH	DE	3590157	C2	Walter W. Winter et al.	11-07-1985		
	AI	UK	GB 2178625	A	Walter W. Winter et al.	11-07-1985		
	AJ	CA	1,237,838		Walter W. Winter et al.	Filed: 04-15-1985 Issued: 06-07-88		
	AK							

### OTHER PRIOR ART -- NON PATENT LITERATURE DOCUMENTS

Examiner Initials *	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>2</sup>
	AL	GOLDEN VOICE TECHNOLOGY & TRAINING, L.L.C., <u>Call Handler Technologies</u> , internet printout of website at <a href="http://www.goldvoice.com">http://www.goldvoice.com</a> , April 24, 2002, 51 pages.	
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<sup>1</sup> EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup> Unique citation designation number. <sup>2</sup> Applicant is to place a check mark here if English language Translation is attached.

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